

## PARATRANSIT PROGRAM COORDINATOR

### DEFINITION

Performs professional level assignments related to the administration of the Hayward Paratransit Program, a social service model transportation service designed to meet the transportation needs of older adults and persons with disabilities residing in Hayward and the unincorporated areas adjacent to Hayward.

### DISTINGUISHING CHARACTERISTICS

This is a journey-level class responsible for professional duties related to the coordination and implementation of specialized transportation services for older adults and persons with disabilities. Work involves direct customer service; billing and record keeping, designing and implementing need assessments and program evaluations, monitoring of service contracts and coordination of services with other paratransit and social service programs. This class requires the frequent use of independent judgment and specialized knowledge of paratransit issues and practices, as well as knowledge of the social service needs of older adults and persons with disabilities.

### SUPERVISION RECEIVED AND EXERCISED

Direct supervision is provided by the Social Services Planning Manager. Assignments may require providing lead, technical or functional supervision to other professional and technical class and clerical personnel.

### ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

1. Issues requests for proposals, reviews and analyzes proposals and recommends service contractors to provide paratransit services. Negotiates, establishes and processes service contracts. Conducts site visits and maintains contact with contractors as needed to insure compliance with all contract requirements. Facilitates resolution of conflicts that may arise between contractors, program customers and/or other organizations serving program participants.
2. Designs and implements paratransit need assessments and program evaluation tools, analyzes data and makes program design recommendations that meet community needs to the maximum extent possible within budget parameters.
3. Completes grant applications and reporting documents as required by funders, auditors and City officials, monitors program expenditures and makes timely

recommendations for service adjustments that may be necessary to stay within budget limits.

4. Develops and implements marketing strategies and promotional materials designed to clarify the role and purpose of the Hayward Paratransit Program as compared to other similar services, and actively participating in established planning and coordinating organizations that include other paratransit and social service providers. Coordinates paratransit activities with other City social service programs.
5. Responds to requests for program information from individuals and groups, enrolling program participants into the program, processing transportation voucher requests, monitoring and facilitating the resolution of questions and complaints, as well as incidents and accidents involving program participants. Develops and provides staff support to a Paratransit Program Advisory Group consisting of individuals who represent program participants, other agencies that serve program participants, service contractors and other City staff associated with the Paratransit Program.
6. Analyzes and processes billing for services provided by contractors, developing systems for collecting and analyzing program utilization data, and prepares reports as required by funders and City officials.
7. Other related duties as required.

#### JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- A. Paratransit systems and issues.
- B. Social service systems and issues facing older adults and persons with disabilities.
- C. Word-processing and computer spreadsheet applications.
- D. Budget preparation and control.

Ability to:

- E. Make independent decisions.
- F. Communicate professionally, clearly and concisely, both in writing and orally.
- G. Work effectively with, and be sensitive to the special needs of, older adults and persons with varying types of disabilities.
- H. Maintain effective working relationships with coworkers, professional colleagues and others contacted in the course of performing required duties.
- I. Make clear, effective presentations to large groups.

## EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of recent experience in the paratransit and/or social services fields working with older adults and persons with disabilities.

Education: Equivalent to graduation from an accredited college or university with a Bachelor's degree in social work, human services or another related field.

## SPECIAL REQUIREMENTS

Essential duties require the following physical abilities and work environment: ability to travel to fulfill assigned duties and responsibilities, ability to function in a general office environment, to access and utilize a computer and to make public presentations.

PROBATIONARY PERIOD: One year.

664CS

JULY 2001

AAP GROUP: 4

FPPC STATUS: Designated

FLSA STATUS: Exempt